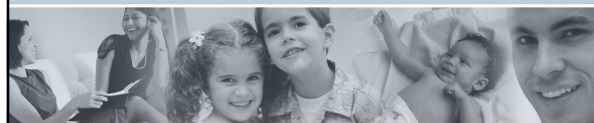


## Working with Interpreters to Improve Access to Care for Limited English Proficient Patients

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September 29, 2011

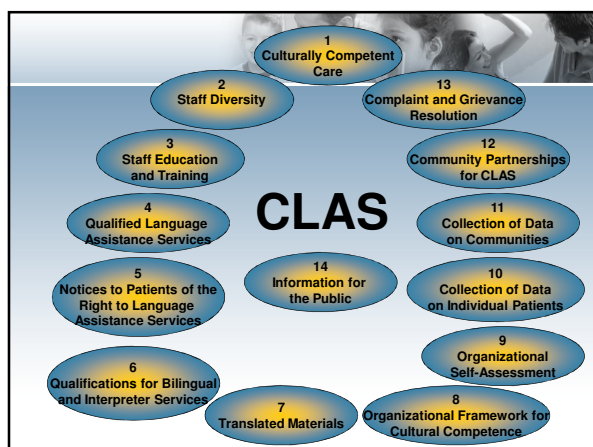


## National CLAS Standards

### Culturally and Linguistically Appropriate Services in Health Care

Recognizing the impact of language and cultural values on access to health care, the Office of Minority Health was mandated by Congress to design and develop initiatives to eliminate barriers and to promote access to health care for Limited English Proficient persons.

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## Ways of Communication When Language Barriers

- Non Verbal communication
  - Facial expressions
  - Voice intonation
  - Emotional responses
  - Eye Contact
  - Touching
  - Smile

## Tips for Working With People Who Speak Another Language

- Do not think that people who are struggling with English are stupid
- Learn greetings, titles of respect, and attitude toward touching
- Write numbers down when giving instructions
- Ask questions in several different ways
- Be friendly, accepting and approaching  
“Everybody relates to a smile”

## Working Effectively with Interpreters

- Speak directly to the patient
- Consider interpreter positioning
- Be attentive to the pace of your interpreter
- Avoid medical jargon
- Check for understanding

### Speak directly to the patient

- Due to language barrier, it is easy to feel like you are carrying on a conversation with the interpreter
- Look at the patient/parent when you speak and when they speak
- Address the patient/parent directly as "You", not "Tell her that..."

### Modes of Interpretation

- Simultaneous
  - Is real time interpreting. Speaker talks and interpreter listens and reproduces in another language. All this occurs at the same time.
- Consecutive
  - Involves a pause between language conversations: interpreter listens to the entire original phrase or passage, then the interpreter says it in another language.

### Use of Body Language

Your care for the patient and their family transcends language barriers.

- Eye contact
- Pat on the shoulder
- Smile
- Show of concern



If you are not sure what is appropriate, ask.

### How should a provider offer oral interpretation services?

- Various options for language assistance
  - Use of bilingual staff
  - Staff interpreters
  - Contracting for interpreters
  - Telephone interpreter lines
  - Community volunteers

### Risks of Not Using Language Services

No way of knowing quality of interpretation provided by children, family members, friends, Internet translators



### It Is Going To Take A Team Effort!





### Contact Information

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